**INFORMATION SERVICES (IS), IT Systems & Services**

**IT HARDWARE PROCUREMENT, DEPLOYMENT AND MANAGEMENT POLICY**

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## Purpose

This policy determines the principles, rules and guidelines for the procurement, deployment and management of IT hardware within the University.

## Definition

IT hardware in this instance is defined as:

- Desktops – Personal Computers (PCs) issued or provided to users in the course of carrying out their duties
- Laptops/Netbooks/Tablets - Portable Personal Computers issued or provided to users in the course of carrying out their duties

## Introduction

It is essential that the University has agreed standards in place for application software, operating systems, computer networks, computer hardware and peripherals, with regard to the procurement, deployment and management of same.

The University operates and maintains a wide variety of IT systems across the whole of the campus. It is important when new IT hardware is procured that all IT components should be integrated into existing systems and not duplicate functionality that may already be available.

When new systems are selected they should have the widest application across the University to minimise costs in terms of purchase and support.

By adopting this policy Information Services (IS) can, through its on-going monitoring and evaluation processes, avoid a number of problems that would otherwise occur and ensure that the University's suppliers maintain satisfactory levels of service.

Such standards will result in providing a world-class service to all our customers.

The main benefit areas are:

- IS Support Staff and School Computer Officers are familiar with end-user hardware, thus speeding up incident resolution and request fulfilment
- Supplier's offer self-service portals to allow IS Support and School Computer Officers the ability to "fast-track" incidents for resolution
- A single platform for device management will be utilised across a common spectrum of devices
- IT staff with relevant skills are recruited
- Standardised hardware allows uniform OS and application software to be deployed across the IT estate
- On-going monitoring and evaluation of suppliers will ensure acceptable levels of performance and address any shortfall

This policy outlines the procedures that must be in place to achieve these benefits and to ensure the procurement, deployment and management of IT equipment is coordinated successfully.

The University's Finance Directorate has assisted in the development of this policy.

## Scope

This policy applies to all those working at Queen's University Belfast (Users):

- All University employees
- PhD and Postgraduate research students

## Guidelines

Submitting requisitions for IT hardware is the authority of IS, School Computer Officers and anyone with delegated authority from School or Directorate senior management.

The University currently has a purchasing agreements with DELL and Academia (Apple).

All IT hardware purchased must be to one of the equipment specifications detailed in the Schedule of Recommended Equipment Specifications, under the relevant Apple/ Desktop and Laptop Computers (Windows) tab, which includes information on the capacity/functionality of the equipment, its suitability for the type of user, etc.

The Finance Directorate continuously monitors the performance of the suppliers, viz:

- ➢ are delivery dates being met
- ➢ are the "dead-on-arrival" rates acceptable
- ➢ the reliability of the supplied devices
- ➢ how good is the aftercare support and repair service

When it is felt that a supplier is falling below acceptable levels of performance, the University reserves the right to take a range of actions against a supplier, up to and including the "freeze" of a contract (i.e. no further orders are placed with that supplier) until all outstanding issues are satisfactorily rectified.

## Approval of Equipment Purchases

All purchases of IT hardware must be discussed with, and approved by, the budget holder for the project code funding the purchase.

In any case where the required approval(s) for a purchase is not given, under no circumstances should that machine(s) be purchased.

The University has a standard set-up procedure for new hardware. This procedure ensures the equipment is configured correctly and that all IT security measures are addressed. This is achieved by having the IS staff image or School Computer Officer image installed prior to issue to the end user.

While not yet in place, the option for a pre-delivery build standard is being explored which will be installed at the factory.

# Equipment Options - Microsoft Windows 10 Operating System

The contract is outlined at [Desktop and Laptop Computers – ICT Contract](#).

How to use the contract:

Before purchasing any equipment, you must refer to the [Policy for the Procurement of Desktop and Laptop Computers](#).

Desktop and Laptop Computers are to be purchased by directly placing an order via Advanced in the QFIS P2P process.

As the range of models will vary significantly over time, individual models will not be referred to within the policy.  Users should check the Procurement Web Site for details on all available models.  This will include the current standard desktop and available upgrade options.  In the case of laptops, they fall under the category of non-standard but with some additional options for upgrades within these models are also available.

Base Model desktop requires budget holder approval only.

All other selections require additional approval.

For more information please refer to the [ICT Contract](#).

## Desktop Computers - Base/Standard Model

The procurement of a standard build machine needs only the approval of the budget holder.

The requirement to seek additional approval from the designated School Computer Officer, or Directorate 'IT lead', will be at the discretion of the Head of School or Director.

In all cases the designated School Computer Officer, or  Directorate 'IT lead' must be involved in the deployment phase to ensure the machine is properly configured.

## Desktop Computers - High-end Models / Laptop Computers - All Models

Such purchases must be approved by the School Computer Officer, or Directorate IT Lead, who will verify the need for the particular specification of machine - for example, where the specification of a desktop machine is higher than normal for the type of user.  In such cases, the Qfis Purchase Order Requisition must be counter-signed by the individual responsible for verifying the purchase.  As this is carried out electronically in P2P a suitable memo should be attached in the documents section.

For Schools and Directorates which do not have their own Computer Officer or IT lead, Information Services will undertake this approval role.  In this regard, requests for approval should be emailed to pc-approval@qub.ac.uk.  If the request is approved by Information Services, then approval will be communicated by email, a copy of which should be retained with the Qfis Purchase Order Requisition.

## Non-standard Requirements / Exceptions

It is recognised that, in exceptional circumstances - for example, a specific research requirement - a 'non-standard' machine may be required.  In such cases, a sound business or technical case (no more than one side of an A4 page) should be made for the exception.

Requests will be considered on an individual needs basis if no equivalent specification is available from the standard list.

Exceptions would include the following:-

- add-ons (such as additional memory or a larger monitor) being purchased with a machine to effectively 'customise' it to meet a specific requirement; or
- the purchase of a machine where the specification is different from any of those for which the supplier is contracted.

The business case must be reviewed by either the School Computer Officer or Directorate IT Lead, or Information Services for Schools and Directorates which do not have a Computer Officer or IT lead. In this regard, requests for approval should be emailed to pc-approval@qub.ac.uk. This document should be attached to the P2P requisition along with confirmation email copy.

Approval, if given, will be provided by email to the requestor. Both the business case and the approval must then be authorised by the Head of School/Director (or nominee).

## Requirement for both Desktop and Laptop

The normal expectation is that a staff member requiring a computer would have a desktop or laptop machine, but not both. Docking stations can enable laptops to connect to a monitor, keyboard, etc. and function as a desktop machine. Where an exception is requested, a sound business or technical case should be made for this.

The decision process should be based on defined user requirements. Where the use in both desktop and laptop mode is identical, then a laptop and docking station should be provided.

Where a user has a requirement for a higher specification for "at desk" use (e.g. high-end graphics), but requires a laptop for mobile use that is targeted at lower demand computing (e.g. MS Office and related applications), then the purchase of an appropriately specified desktop and laptop is permitted.

The decision should deliver the computing requirements of the user at the optimum price point for the University.

## Reporting

Reports on desktop and laptop computers purchased will be issued, on a quarterly basis, to Heads of School and Directors. This will show all equipment purchased for the previous quarter and will enable the Head or Director to identify any instances of non-compliance with policy or deviation from the recommended specification of machine for a particular user.

## Purchase of Workstations

This policy does not cover the purchase of workstations which are subject to the University's standard requirements for the purchase of non-contract items, including its financial thresholds for quotations and tenders.

**Information Services Specific:  PC APPROVAL PROCESS**

Before requestor completes requisition form, prior approval from line manager/budget holder must be given.

Budget holder/line manager creates a PC request in sitehelpdesk.

Template text asking for detailed information inserted into call to eliminate protracted information gathering.

Request passed to relevant Assistant Director.

If request is declined or changed, the relevant Assistant Director will provide an explanation to the requesting manager for their consideration. This will be recorded within the sitehelpdesk case.

## Equipment Options – APPLE

### General Policy

The contract is outlined at [Apple Equipment – ICT Contract](#).

How to use the contract:
Before purchasing any Apple equipment, you must refer to the [Policy for the Procurement of Apple Equipment](#).
Apple products are to be purchased by directly placing an order via Advanced in the QFIS P2P process.

## Procurement Department

It is the responsibility of the [Procurement Department](#) to ensure that all purchases of IT hardware have been made in accordance with this policy.

## Contacts

Advice may be sought from:

- IT Service Desk – self-service portal go.qub.ac.uk/itsupport, [itservicedesk@qub.ac.uk](mailto:itservicedesk@qub.ac.uk) or 028 9097 3760.  For initial enquiries and advice on specifications.
- Contact [pc-approval@qub.ac.uk](mailto:pc-approval@qub.ac.uk)
- Assistant Director, IT Systems & Services – Jim Cunningham, 028 9097 6088.  Final technical approval of all IT orders and advice on procurement issues.
- [School Computer Officers](#)
- Procurement Department, Gerard Fegan, gerard.fegan@qub.ac.uk or 028 9097 1436.  For advice on order progress and procurement issues.

## Training and Awareness

The requirement of this policy will be brought to the attention of staff via the University's staff induction training programme.  This policy will be brought to the attention of all staff responsible for purchasing and procuring IT hardware.  A copy of this policy will be available to all staff via the University's intranet web site.  Awareness of the policy will be raised through Team Brief.

## Monitoring

Monitoring of compliance with this policy will be the responsibility of the Director of Information Services in conjunction with the Procurement Department and School Computer Officers.

## Enforcement

Information Services reserves the right to send back to the supplier, at the budget holders expense, IT hardware purchased outside the guidelines stipulated in this policy where the installation of such IT hardware would be detrimental to the operation of the University's IT infrastructure or will impact in the University's effective delivery of IT Services.

## Disposal/reallocation of equipment

IT hardware identified as surplus/superseded will be redeployed, where appropriate.

Where redeployment is not possible, IT hardware should be disposed of via the University's appointed Waste Electrical and Electronic Equipment Directive (WEEE) contractor (contact [Estates Environmental Services](#) for further information).

N.B.  Equipment older than five (5) years old is out of support, it MUST NOT be redeployed but disposed of.

It is forbidden to offer "for sale" IT hardware (i.e. PCs, Laptops, Apple Macs and Printers) to Staff or Students, as the sale of such items is no longer permitted for data security reasons.

Under no circumstances should items of IT hardware be disposed of via other suppliers or other bodies/organisations (including charities).  More information [here](#).

## Related Policies
This policy should be read in conjunction with the following policy and procedure documents:

- Software Policy
- [IT Disposal Policy](#)

## Compliance
Policy breaches will be brought to the attention of the relevant Head of School/Directorate.  Breach of this policy may result in disciplinary action in accordance with the University's disciplinary procedure.  Any breach of the law will be reported to the appropriate authorities.

It is <u>not</u> acceptable for staff to order a system on, say, their credit card or a departmental credit card and expect to be refunded, charged to a grant, or supported.

## Review
Information Services, IT Systems & Services Department, the Procurement Department and School Computer Officers, to ensure it is fit for purpose, will monitor this policy.

The policy will be reviewed every 12 months.  Earlier review may be required in response to exceptional circumstances, organisational change or relevant changes in legislation or guidance. Further information on this policy can be obtained via the IT Service Desk.

## Signatory
Signed: Jim Cunningham, Information Services, IT Systems and Services, Assistant Director

Date: Friday 14th June 2019

On behalf of Queen's University Belfast

## Appendix A – IT Equipment Install Process

Note: For Schools with Computer Officers please liaise with the School Computer Officer to
determine the process for the installation of your IT hardware.

Information Services IT Service Desk will install all IT hardware. School Computer Officers will do
likewise.

End-users must not attempt the installation of IT hardware without prior authorisation of IS IT
Service Desk or School Computer Officer.

The IS IT Service Desk (IT SD) Staff image will be applied to all IT hardware managed exclusively by IS,
this includes Microsoft Windows 10 Enterprise, Office 2016 Professional Plus and Symantec Endpoint
Protection (Anti-Virus). The School Computer Officer will apply the Schools version of the image. All
kit will be on-boarded to the central Active Directory. The Quest KACE K1000 client will be deployed
onto all computers via Group Policy.

The University has a standard set-up procedure for new hardware. This procedure ensures the
equipment is configured correctly and that all IT security measures are addressed. This is achieved
by the having the IS staff image or School Computer Officer image installed by the factory.

The IT SD will not install software or hardware unless it has been involved in the specification of
both. Hardware and software cannot be installed by staff without prior approval of the IT SD.

The IT SD will ensure that all of the University's IT policies, procedures and Standard Operating
Practices are observed when setting up the IT hardware.

### New IT Hardware Purchases – IS ONLY

Once approval for purchase has been granted the requestor creates a request in sitehelpdesk.

A User Support Technician (Technician) will take ownership of the call and liaise with the requestor
to aid with the IT hardware installation, this includes data transfer, installation of new or upgraded
applications and access to Queen's IT systems.

The computer supplier will email the end-user all required MAC addresses, for completion of the
University's QF22 form.

The computer will be delivered directly to the end-user.

The end-user will unbox and place all equipment onto their desk, plug all cables in, power on the
hardware and follow all prompts to allow access to Queen's IT services.

*Installation of replacement equipment will be given priority over new equipment in order to maintain
continuity of the existing service to end-users.*

### Redeployment of Exisiting IT Hardware – IS ONLY

Requestor creates a request in sitehelpdesk.

The requestor will complete a QF22 form.

Once a request has been received by the IS IT Service Desk (IT SD), the IT SD will arrange delivery of
the equipment to them via IS Library Attendants.

The IT SD will also be responsible for arranging delivery of the equipment from the IT SD to its
intended destination.

An IT SD User Support Technician (Technician) will take ownership of the call and liaise with the requestor to aid with the IT hardware installation, this includes data transfer, installation of new or upgraded applications and access to Queen's IT systems.

The IT hardware will be delivered to the final destination, the end-user will unbox and place all equipment onto their desk, plug all cables in, power on the hardware and follow all prompts to allow access to Queen's IT services.